

Management Concepts and Organisational Behaviour

Unit 3

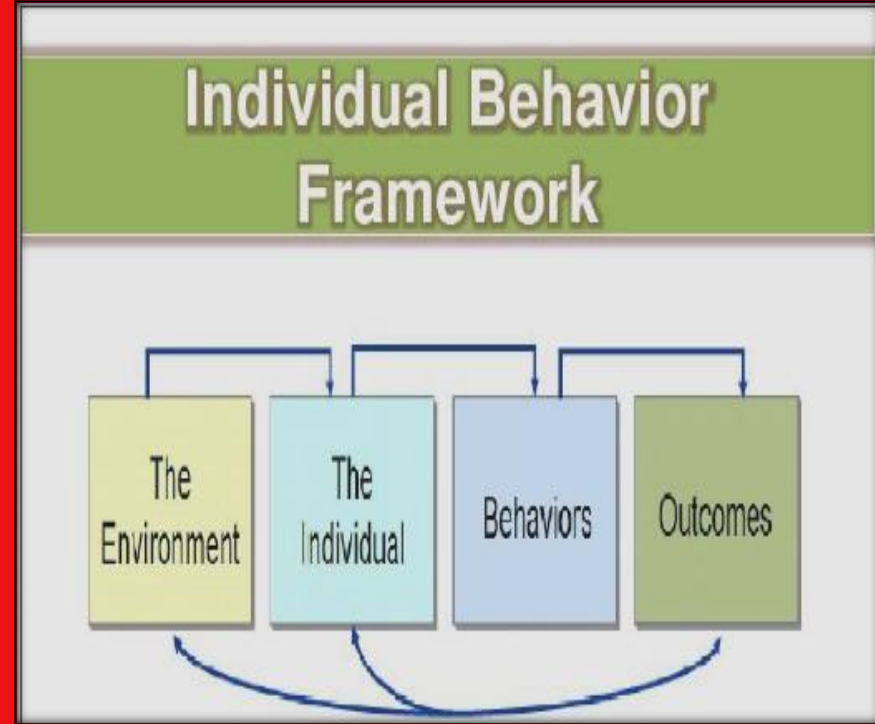
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Fundamentals of Individual Behavior

Individual behavior can be defined as a **mix of responses to external and internal** encouragements. It is the way a person reacts in different situations and the way someone expresses different emotions like anger, happiness, love, etc.



Personality

- Personality is the characteristic sets of behaviors and emotional patterns that evolve from biological and environmental factors

Types of personality

E

Extroverts

are energized by people, enjoy a variety of tasks, a quick pace, and are good at multitasking.

I

Introverts

often like working alone or in small groups, prefer a more deliberate pace, and like to focus on one task at a time.

S

Sensors

are realistic people who like to focus on the facts and details, and apply common sense and past experience to come up with practical solutions to problems.

N

Intuitives

prefer to focus on possibilities and the big picture, easily see patterns, value innovation, and seek creative solutions to problems.

T

Thinkers

tend to make decisions using logical analysis, objectively weigh pros and cons, and value honesty, consistency, and fairness.

J

Judgers

tend to be organized and prepared, like to make and stick to plans, and are comfortable following most rules.

F

Feelers

tend to be sensitive and cooperative, and decide based on their own personal values and how others will be affected by their actions.

P

Perceivers

prefer to keep their options open, like to be able to act spontaneously, and like to be flexible with making plans.

Personal effectiveness

- Personal effectiveness means **getting the best out of yourself**. It's an approach to success that involves utilising all of your energy, skill and motivation to develop and reach the goals you set for yourself.

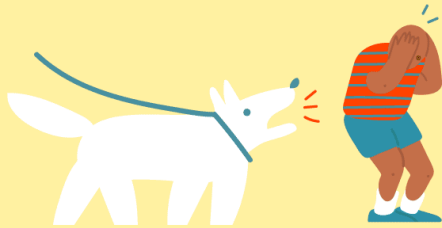
Meaning of Attitudes, Types, Components, attitude formation and attitude change

A settled way of thinking or feeling about something.

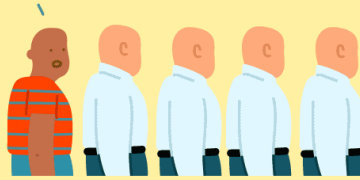
1. Positive Attitude
2. Negative Attitude
3. Neutral Attitude
4. Sikken Attitude

ATTITUDE FORMATION AND ATTITUDE CHANGE

Factors Influencing Attitude Formation



experience



social roles & norms



classical & operant conditioning



observing people in environment

Meaning & Type of Group Behaviour,

- The way in which an animal or person behaves in response to a particular situation
- A large group of people (crowd, mob) is likely to show examples of group behaviour when a group of people, gathered in a given place and time will act in a similar way -

Mass Action :

Mass Action: it is the reaction of the people towards a government action or inaction through peaceful protests or violent demonstration.

Communal Labour: this refers to a situation where people in a group jointly carry out a task beneficial to the entire society, especially in the provision of social amenities and in improving the quality of life in the area.

Interpersonal skills

- **Interpersonal skills** are the skills we use every day when we communicate and interact with other people, both individually and in groups.

Transactional Analysis

- Transactional analysis is **the method used to analyses this process of transactions in communication with others**. It requires us to be aware of how we feel, think and behave during interactions with others

Johari Window

- The Johari window is a **technique** designed to help people better understand their relationship with themselves and others.

